

# **CONFLICT RESOLUTION CENTER OF SANTA CRUZ COUNTY**

## **Restorative Justice Programs Coordinator**

Title: **Restorative Justice Programs Coordinator**  
Reports to: Restorative Justice Programs Director  
Hours: 32-36/week with benefits  
Pay: \$23 - \$25/hour  
Requirement: Bilingual English-Spanish  
Location: Santa Cruz County, both remote and in-person

### **About the Conflict Resolution Center (CRC):**

Since 1986, CRC has helped thousands of clients – businesses, organizations and individuals – find satisfying solutions to difficult problems. Whether you are experiencing conflict at home, in your neighborhood, or at work, CRC can help you find relief. Our services are available to anyone in Santa Cruz County.

Our programs address conflict at all stages-from prevention to intervention-in our homes, neighborhoods, workplaces, and courts. We provide effective alternatives to litigation, hostility, and violence. Through respectful dialogue, participants create their own mutually beneficial solutions.

**Our Mission:** The Conflict Resolution Center cultivates peace in the community by providing tools, training, and a guided process for people in conflict. Our services are affordable, confidential and available to all.

**Our Values:** Respect. Openness. Empathy. Equity. Inclusion. Neutrality. Non-judgement

### **Restorative Justice Programs at CRC:**

This position will support our restorative justice programs that work with both youth and adults in Santa Cruz County. They include Parent-Teen Mediation, Reconciliation Project and Victim Offender Dialogue, Victim Awareness Education Workshops, Domestic Violence Prevention Alternative Classes, and more.

## **Tasks Include:**

### **Coordinate Parent-Teen Mediation Programs**

- Coordinate with families/clients: Call English and Spanish speaking clients and do phone intakes with youth and families, determine appropriateness of mediation for the family situation
- Step in to mediate the parent-teen mediations as needed
- Schedule Mediations
- Manage Volunteer Mediators
- Coordinate with Partners: follow up with Juvenile Probation on all cases, report when mediations are scheduled and completed, communicate and coordinate with partners to effectively serve clients, attend partner meetings
- Maintain paperwork and reporting
- Track quantitative and qualitative data via internal spreadsheets and case management forms for all programs in a timely manner
- Communicate with the RJ Programs Director about the status of each case in a timely manner (keep case management files up to date)
- Assist as a translator as needed
- Travel as needed to co-mediate or translate: Mediations can take place throughout the County, usually at CRC office, Juvenile Hall in Felton or locations in Watsonville
- Coordinate remote mediations (via zoom) when necessary
- Assist Programs Director in creating and executing professional development workshops for volunteer mediators and/or probation staff as needed
- Assist Programs Director in all related tasks as needed in a timely manner
- Attend meetings with program partners
- Design and implement trainings/info sessions for partners and community
- Actively promote PTM among our partners and to the wider community (identify and attend community events, etc).

### **Assist with Victim-Offender Dialogue Programs (Youth and Adult)**

- Communicate with Spanish speaking clients and their supports to discuss the program, set up intakes and schedule dialogues
- Attend intakes as needed
- Help with translation
- Coordinate and assist as needed with other tasks such as paperwork preparation, scheduling, volunteer facilitator coordination, location booking and preparation, etc.
- Coordinate and implement community outreach and engagement plan
- Develop materials and presentations to educate people who have experienced harm, people who have caused harm, and general community members on benefits of the restorative justice process, the victim offender dialogue
- Other duties as needed

### **Coordinate and Facilitate Victim Awareness Education Courses (Youth and Adult)**

- Facilitate one 2-hour class twice per month (one adult and one youth class)
- Coordinate with probation on scheduling participants for the class
- Access the probation portal to receive and track referrals
- Call/contact participants to make sure they will attend class
- Conduct evaluations - pre and post
- Track and report attendance for each class
- Collect, summarize and report data

### **Coordinate and Facilitate Domestic Violence Prevention Alternatives Course for Women**

- Facilitate a weekly 90 minute class at the Probation Success Center
- Coordinate with adult probation on scheduling clients for the class
- Coordinate and engage with clients to encourage participation and program completion
- Conduct evaluations - pre and post
- Track and report attendance for each class
- Attend two meetings/week at the Probation Success Center
- Have weekly presence at the Probation Success Center in North and South County

### **Coordinate Restorative Justice / Conflict Resolution workshops as needed**

- Organize volunteer facilitators to lead workshops on communication and conflict resolution skills to youth and adults - in English and Spanish
- Facilitate workshops as needed
- Materials development, workshop coordination and logistics

### **Other duties as needed**

- Attend meetings with community partners
- Engage with community through tabling and attending events representing CRC
- Help as needed with other tasks that come up

### **Skills and Knowledge Required:**

- **Essential: \*\*Bilingual in English-Spanish, written and spoken\*\***
- Understand and support the agency mission with a strong sense of cultural humility, embodying the core values of the organization
- Ability to pass background check as required by the Santa Cruz County probation dept
- Excellent organizational skills: attention to detail, record and file keeping, reporting, time management, scheduling, collaboration, and resourcefulness
- Excellent interpersonal communication skills: being responsive, timely, open to feedback, willing to give feedback, clear communicator via email and other sources
- Ability to work independently, be self-motivated and proactive while also collaborating with colleagues and working in teams
- Ability to coordinate and manage volunteers
- Flexibility in schedule that allows for a fast response time to coordinate mediations, especially those that take place in Juvenile Hall

- Strong problem identification and solving skills
- Ability to maintain confidentiality
- Thorough knowledge of common computer programs, i.e. Google suite, Zoom, etc.
- Willingness and openness to training and learning opportunities, including attending CRC's 40-hour Mediation Training Course if not already a trained mediator
- Active listening skills, strong ability to maintain neutrality and calm in the face of strong emotions, ability to empathize with people with differing viewpoints
- Experience and comfort working with youth and topics such as gangs, drug and alcohol use, challenging family dynamics, strong language, etc.

### **Preferred Skills**

- Knowledge and understanding of Restorative Justice concepts
- Trained as a Community Mediator
- Awareness of Trauma Informed Care
- Experience working with youth
- Experience leading workshops with both youth and adults
- Experience employing these same skills sets (above) with successful outcomes in prior employment or volunteer capacities
- Background in social work, case management, youth and family outreach preferred

### **Compensation**

- This is full time, 32-36 hours per week
- Contract is based on the availability of the grant funds
- Compensation: \$23 - \$25 per hour
- Benefit package includes HSA health, dental and vision insurance, 13 paid holidays, and sick leave after 90 days of employment
- Flexible hours and work environment

Please send resume and cover letter to [info@crsantacruz.org](mailto:info@crsantacruz.org).

CRC is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every position. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 18), veteran status, gender, gender expression, pregnancy, or any other non-merit factor unrelated to job duties. In addition, CRC is striving to become an organization that reflects the demographic makeup of the community we serve.